



Receipt

FILE COPY

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of:

Mark J. Holden et al.

Serial No.: 09/735,427

Filed: December 12, 2000

For: SYSTEM AND METHOD FOR
DYNAMIC QUEING IN AN
AUTOMATIC CALL DISTRIBUTOR

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Group Art Unit: 2152

Examiner: Marcus Kirk

REQUEST TO CORRECT FILING RECEIPT

Commissioner for Patents
Washington, D.C. 20231
Attention: Initial Patent Examination
Customer Service Center

RECEIVED
JUL 06 2001
Technology Center 2100

Dear Sir:

Attached is a copy of the official filing receipt received from the U.S. Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

There is an error in the Continuing Data as Claimed by Applicant. It should read "THIS APPLN CLAIMS BENEFIT OF 60/174,199 12/31/1999." Attached is a copy of the transmittal for the above-identified application as originally filed, including the correct filing date of the provisional application upon which benefit is being claimed.

The correction is not due to any error by applicant and therefore no fee is due.

Respectfully submitted,

Michael J. Balconi-Lamica
Michael J. Balconi-Lamica
Registration No. 34,291

Date: April 26, 2001
HAYNES AND BOONE, L.L.P.
901 Main Street, Suite 3100
Dallas, Texas 75702-3789
Telephone: 214/651-5634
File: 22171.177.02
a-0112553.01

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231

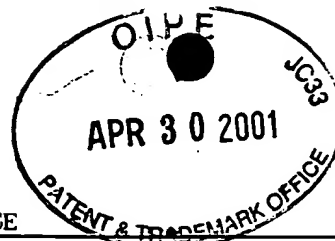
on

4/26/01

Dolly Millerson



UNITED STATES PATENT AND TRADEMARK OFFICE



COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2152	1130	11433RRUS01U/22171.177	3	30	6
22171.177.02							

CONFIRMATION NO. 5622

David L. McCombs
Haynes and Boone, LLP
901 Main Street, Suite 3100
Dallas, TX 75202-3789

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FEB 12 2001

HAYNES & BOONE

FILING RECEIPT



OC000000005737266

Date Mailed: 02/06/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Mark J. Holden, Allen, TX;
Scott L. Orton, Allen, TX;

Continuing Data as Claimed by Applicant

THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000.*

(*) Data inconsistent with PTO records.

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Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

Title

CODE	DATE	ACTION
ASA	6.12.01	AWAITING RECORDS ASSIGNMENT
AOA	12.12.02	AWAITING OFFICE ACTION

System and method for dynamic queuing in an automatic call distributor

TRB 2/15/01

Preliminary Class

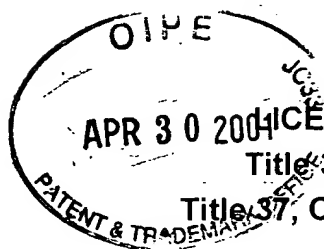
709

Data entry by : MILANI, JALEH

Team : OIPE

Date: 02/06/2001

[REDACTED]



LICENSE FOR FOREIGN FILING UNDER
Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15

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PLEASE NOTE the following information about the Filing Receipt:

- The articles such as "a," "an" and "the" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "new," "improved," "improvements in" or "relating to" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 600 characters (letters and spaces combined).
- The docket number allows a maximum of 25 characters.
- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents
Office of Initial Patent Examination
Customer Service Center
Washington, DC 20231

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Bib Data Sheet


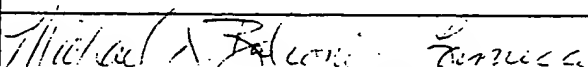
CONFIRMATION NO. 5622

SERIAL NUMBER 09/735,427	FILING DATE 12/12/2000 RULE	CLASS	GROUP ART UNIT 2153	ATTORNEY DOCKET NO. 11433RRUS01U/22171.177	
APPLICANTS Mark J. Holden, Allen, TX; Scott L. Orton, Allen, TX;					
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/174,199 01/03/2000 * (*) Data inconsistent with PTO records.					
** FOREIGN APPLICATIONS *****					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 02/05/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance		STATE OR COUNTRY TX	SHEETS DRAWING 3	TOTAL CLAIMS 30	INDEPENDENT CLAIMS 6
Verified and Acknowledged Examiner's Signature _____ Initials _____					
ADDRESS David L. McCombs Haynes and Boone, LLP 901 Main Street, Suite 3100 Dallas ,TX 75202-3789					
TITLE System and method for dynamic queuing in an automatic call distributor					
FILING FEE RECEIVED 1130	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		

Please type a plus sign (+) inside this box →

APR 30 2001

PTO/SB 05 (4-98)
Approved for use through 09/03/00. OMB 0651-0032
Patent and Trademark Office: U. S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

UTILITY PATENT APPLICATION TRANSMITTAL (Only for new nonprovisional applications under 37 CFR 1.53(b))		Attorney Docket No. 11433RRUS01U/22171.177	
		First Named Inventor or Application Identifier Mark J. Holden	
		Express Mail Label No. EL455942910US	
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.		ADDRESS TO: Commissioner for Patents Box Patent Application Washington, DC 20231	
<p>1. <input checked="" type="checkbox"/> Fee Transmittal Form (Submit an original, and a duplicate for fee processing)</p> <p>2. <input checked="" type="checkbox"/> Specification [Total Pages <u>28</u>] (preferred arrangement set forth below)</p> <ul style="list-style-type: none">- Descriptive title of the invention- Cross References to Related Applications- Statement Regarding Fed sponsored R & D- Reference to Microfiche Appendix- Background of the Invention- Brief Summary of the Invention- Brief Description of the Drawings (if filed)- Detailed Description- Claim(s)- Abstract of the Disclosure <p>3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets <u>3</u>]</p> <p>4. Oath or Declaration [Total Pages <u>3</u>]</p> <p>a. <input checked="" type="checkbox"/> Newly executed (original or copy)</p> <p>b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 17 completed) (Note Box 5 below)</p> <p>i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).</p> <p>5. <input type="checkbox"/> Incorporation By Reference (usable if Box 4b is checked) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</p>		<p>6. <input type="checkbox"/> Microfiche Computer Program (Appendix)</p> <p>7. <input type="checkbox"/> Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)</p> <p>a. <input type="checkbox"/> Computer Readable Copy</p> <p>b. <input type="checkbox"/> Paper Copy (identical to computer copy)</p> <p>c. <input type="checkbox"/> Statement verifying identity of above copies</p>	
		ACCOMPANYING APPLICATION PARTS	
		<p>8. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s))</p> <p>9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney (when there is an assignee)</p> <p>10. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>11. <input checked="" type="checkbox"/> Information Disclosure <input checked="" type="checkbox"/> Copies of IDS Statement (IDS)/PTO-1449 Citations</p> <p>12. <input type="checkbox"/> Preliminary Amendment</p> <p>13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) (Should be specifically itemized)</p> <p>14. <input type="checkbox"/> Small Entity <input type="checkbox"/> Statement filed in prior application Statement(s) Status still proper and desired</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s) (if foreign Priority is claimed)</p> <p>16. <input checked="" type="checkbox"/> Other: Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).</p>	
<p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: _____, filed: _____ prior application information: Examiner _____ Group/Art Unit _____</p>			
18. CORRESPONDENCE ADDRESS			
<input type="checkbox"/> Customer Number or Bar Code Label  or <input checked="" type="checkbox"/> Correspondence address below			
NAME		Warren B. Kice	
		Haynes and Boone, LLP	
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		Suite 3100	
CITY	Dallas	STATE	TX
COUNTRY	USA	ZIP CODE	75202
		TELEPHONE	214-651-5634
		FAX	214-651-5940
Name (print/type)	Michael J. Balconi-Lamica		Registration No. (Attorney/Agent) 34,291
Signature			Date 12/12/00

a-107142

Page 1 of 2

Practitioner's Docket No. 11433RRUS01U/22171.177

PATENT

**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF
PRIOR U.S. APPLICATION(S) CLAIMED**

18. Relate Back

☒ Amend the specification by inserting, before the first line, the following sentence:

A. 35 U.S.C. § 119(e)

☒ This application claims the benefit of U.S. Provisional Application(s) No(s):

APPLICATION NO(S):

FILING DATE

06/174.199

12/31/99